



Department for Education



WORK SKILLS

CONFIDENCE IN THE WORKPLACE & DEALING WITH CUSTOMERS

COURSE SUMMARY:

This informal course aims to boost your personal confidence and self-awareness in everyday situations and prepare you for employment in customer service. Why do we sometimes lack confidence? Learn how to make positive changes and encourage self-awareness. You will gain the confidence to develop your customer service skills, appreciate first impressions, how to improve your communication skills and interact with customers

WHAT WILL YOU DO ON THIS COURSE?

On the course learners will undertake a wide range of tasks and challenges including:

- ✓ **Identify a situation** when you feel confident and how you acted in that situation
- ✓ **Give an** example of where you lack confidence and how you can overcome it
- ✓ **Identify social** situations which you find uncomfortable & say why
- ✓ **How to** deal with feeling stressed?
- ✓ **Be able** to give examples of good practice in customer service
- ✓ **List reasons** why good customer service is important for an organisation
- ✓ **How poor** customer service can affect customers
- ✓ **State why** it is important to make a good first impression to customers
- ✓ **Identify different** ways of communicating with customers
- ✓ **State why** it is important to maintain customer confidentiality
- ✓ **Explain why** it is important to respect the needs of customers from different cultures and backgrounds

ENTRY REQUIREMENTS:

- No previous experience needed but a willingness to join in some group activities



AWARD:

**Level 1 Award
in Progression
- Planning for a
new confident you**

PROGRESSION FROM THIS COURSE:

Upskill further with an IT course, or a functional skills course in maths or English. Gain work experience or volunteer in a local charity shop or local public service.



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FUTURE=S**

Enhancing people's lives

THE GATEWAY TO LEARNING IN YOUR COMMUNITY